

**GOVERNMENT OF INDIA
RURAL DEVELOPMENT
LOK SABHA**

UNSTARRED QUESTION NO:4823

ANSWERED ON:15.12.2016

Complaint Cell/Website Regarding Quality of Rural Roads

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Will the Minister of RURAL DEVELOPMENT be pleased to state:

- (a) whether the Union Government has set up any complaint cell or launched a website to receive complaints from people about the quality of rural roads constructed or being constructed under Pradhan Mantri Gram Sadak Yojana (PMGSY);
- (b) if so, the details thereof;
- (c) the number of complaints received under the said system during the last three years; and
- (d) the details of action taken thereon and the outcome thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RURAL DEVELOPMENT
(SHRI RAM KRIPAL YADAV)

(a) & (b): Ministry of Rural Development launched "Meri Sadak" (latest version "4.0.0") Mobile App for Citizen Feedback and Complaints System for PMGSY roads on 20th July, 2015. 'Meri Sadak' mobile application enables citizens to submit their feedback/complaints related to pace of construction, abandoned works, quality of work etc of PMGSY roads. Interim reply is required to be sent to complainant within 7 days and final reply is required to be sent within 60 days. The State Quality Coordinator (SQC) in each State, has been designated as the Nodal Officer to handle and redress such grievances.

Further, a module "Citizen Feedback System" has been created in public domain of OMMAS website (<http://omms.nic.in>) for registering feedback and complaints by citizens. This enables the citizens to express their concerns related to slow pace, abandoned work, poor quality or other category of PMGSY works etc.

(c) & (d): Since launch of 'Meri Sadak App' out of 13,697 complaints pertaining to PMGSY works, final replies have been sent for 10,336 complaints and interim replies have been sent for 2587 complaints.

Under "Citizens Feedback System", out of 803 complaints pertaining to quality of PMGSY works received, final replies have been sent for 534 complaints and interim replies have been sent for 71 cases.
